

Schedule 7.3.1 - Standards and Procedures Manual Topics List

<u>Proc #</u>	<u>Ver</u>	<u>Procedure Title</u>
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1100 Account Management

1100.00	V2.2	Procedure Development Procedure
1100.01	V1.5	Customer Satisfaction
1100.03	V2.3	Scheduled Reports
1100.04	V2.3	Management Committee
1100.06	V2.3	Contract Change Management
1100.07	V1.4	Monthly Service Level Performance Review
1100.08	V1.4	Customer Performance Assessment Review Process
1100.11	V2.3	San Diego Futures Foundation
1100.13	V2.3	Management Procedures Manual
1100.15	V1.4	PC and Server Standards
1100.16	V1.3	Core Image Standards

1400 Service Delivery Management

1400.01	V3.1	Daily Service Review
1400.02	V1.5	Managed Network Service Center/Network Operations Center
1400.03	V4.1	Problem Management Escalation/Notification
1400.04	V3.0	Service Restoration Team
1400.05	V3.0	Root Cause Analysis
1400.09	V1.2	Change Management
1400.10	V3.0	Workflow Management
1400.11	V2.0	Software Licensing

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1400.20	V1.4	Applications & User Guides

1500 Management Infrastructure

1510 Risk Management

1510.01	V1.4	Business Continuity Services
1510.02	V2.3	Virus Management
1510.03	V1.2	Virus eTrust Configuration
1510.04	V1.1	Emergency Declaration & Response Process_Draft

1515 Work Order Management

1515.01	V4.2	Work Order Management
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1530 Procurement Management

1530.01	V2.3	Client Order Fulfillment
1530.02	V1.6	Summary of Catalog Maintenance
1530.02A	V2.0	Catalog SR Upgrade Procedure
1530.02C	V1.7	Catalog WO Request Process
1530.03	V1.2	Catalog Publishing
1530.04	V1.3	Catalog Review Board

1550 COSD Security Administration

1550.05	V2.3	Background Investigations
1550.06	V1.4	Security Policies
1550.08	V2.1	Security Monitoring/Management
1550.09	V1.3	Information Security Assessments

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1550.10	V1.2	Physical Access
1550.11	V1.2	Computer Services Registration
1550.12	V1.2	Network System and Acct. Management

1600 Financial Management

1620 Account Activation and Labor Reporting

1620.01	V2.2	Account Number Assignment and Activation
1620.02	V2.2	Labor Reporting

1630 Billings and Receivables

1630.01	V2.2	Billing Process Flow
1630.06	V2.3	Asset Management
1630.08	V1.1	IT Correction Process

1640 Problem Resolution Results

1640.01	V1.3	End-User Training Tool
1640.02	V1.3	Application Services
1640.03	V1.3	Other Services Supplemental Guidelines
1640.04	V1.3	Memorandum of Understanding for Applications Services
1640.05	V1.4	New Facilities/Capitol Equipment Pricing Methodology
1643.01	V1.1	Application Server Profiles

1800 Program and Project Administration (ERP)

1800.01	V1.2	Program Communications
1800.02	V1.2	Program Change Management

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<u>Proc #</u>	<u>Ver</u>	<u>Procedure Title</u>
1800.03	V1.8	Latent Defect Claims Procedure

End of Schedule